Course Offering Directory

Summer Class Calendar

June 28	Web Publishing Overview (new)
June 28 – Aug. 2	A+ Hardware & Operating System Technician (half days, M-W-F)
June 29 & 30	Adobe PageMaker – Level I
July 1 & 2	Project Management Fundamentals
July 6 – 9	Linux (Level 1) Fundamentals
July 12 & 13	Crystal Reports – Level III
July 12 & 13	Microsoft Access – Level I
July 14	Optimizing Your Web Site for Search Engines
July 14 & 15	Microsoft Excel – Level I
July 15 & 16	Microsoft Project – Level I
July 19 & 20	Microsoft Excel – Level I
July 19 – 22	Intro to Web Development Using HTML, PHP & MySQL
July 21 & 22	Microsoft Access – Level I
July 23	Microsoft PowerPoint Features & Applications Seminar (new)
July 26 & 27	Macromedia Fireworks MX - Level I
July 26 & 27	Microsoft Excel – Level II
July 28 & 29	Microsoft Access – Level II
July 28 – Aug. 4	Project Management Professional
Aug. 2 & 3	Microsoft Excel – Level III
Aug. 4 & 5	Microsoft Access – Level III
Aug. 4 – 31	Network+ Technician (half days)
Aug. 5 & 6	Microsoft Project – Level II
Aug. 9 & 10	Enhancing Web Pages with JavaScript
Aug. 9 & 10	Microsoft Word – Level I
Aug. 11	Introduction to Windows
Aug. 11	Web Publishing Overview (new)
Aug. 12 – 17	Manipulating Data with SQL (Structured Query Language)
Aug. 18 – 20	Macromedia Dreamweaver MX – Level I
Aug. 23 & 24	Microsoft Word – Level II
Aug. 23 – 25	Extending Microsoft Access with VBA
Aug. 25 & 26	Excel Macro Workshop (new)
Aug. 26 & 27	Adobe Acrobat
Aug. 27	Research on the Internet
Aug. 30 & 31	Microsoft Word – Level III
Aug. 30, 31 & Sept. 1	Macromedia Dreamweaver MX – Level II
Sept. 2 & 3	Macromedia Flash MX – Level I

Watch for the Fall Schedule to be published in early August.

Mission Statement

Mission

The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees in providing services to the citizens of New Hampshire.

Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training specified by RSA 21-I:42.

Staff

Peter G. Gamache, Director
Monika Bissell, Staff Development and Training Specialist
Dennis Martino, Staff Development and Training Specialist
Raymond Sourdif, Staff Development and Training Specialist
James Ramanek, Computer Trainer/Program Developer
Ruth Viola, Program Assistant

Cadre of Trainers

Listed below are individuals we would like to thank for taking time out of their very busy schedules to provide training for state employees. Their help is essential to the success of our program.

Eileen Bernard, Katharine Daly, EAP Staff, Rosemary Faretra, Valerie Hamilton, Roxanne Juliano, Bonny John, Bob Lawson, Tom Manning, Lee Marden, Mary Ann Steele, Maureen Stimpson, Sheri Walter, Sara Willingham.

Registration Policy

- Bureau of Education and Training workshops and seminars are for all state, county, and municipal employees. Registration is on a first-come, first-served basis.

- Applications should be made on a Bureau of Education and Training registration form. Please complete each section and obtain required signatures. For courses with fees, follow the REGISTRATION SCHEDULE on the next page.

  If your department is paying for you to attend a course, it is important that a copy of your registration form be forwarded to your payroll officer *to insure that payment is made*.

- To insure participants have the best possible learning experience, we limit class sizes. Therefore, we may not be able to accept everyone who applies for a program. Applicants who are not admitted to a program are placed on a waiting list and given preference for the same program at a later date.

- Workshops need the minimum number of people specified in the catalog to be presented. In the event that fewer than the minimum are enrolled, the workshop will be canceled and those signed up will be notified either in writing or by phone.

- Applicants will be notified of enrollment status approximately 10 days prior to the start of the course. If you have not heard from us by that time, please call us at 271-1434.

- Being admitted to a program means we are holding a place for you. If you find that you cannot attend, please let us know as soon as possible.

- The Bureau of Education and Training wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, *in advance*, if you require any special needs so that appropriate accommodations can be made.

NOTE: Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

Registration Schedule and Form

To process payment for course registration, please use the following procedure:

State agencies:
- Process payment on an **intra-governmental payment voucher (PV)** using the following information:

  Object Code: 0803
  Seller Account Dist: Fund 010
  Agency: 014
  Organization: 1048
  Revenue Source: 7483

- Include the class code under "vendor invoice info" and enter either participant name or number of participants (if more than one participant) under "description".
- Attach a copy of the PV to the registration form and forward to the Bureau of Education & Training.

Counties, municipalities, and employees paying for their own courses:
Attach a check made payable to **Treasurer, State of NH** to the registration form and forward to: Bureau of Education and Training, 25 Capitol St., Concord, NH 03301.

Bureau of Education and Training Registration Form

Return to: Bureau of Education and Training
New Hampshire Division of Personnel
25 Capitol Street, Concord, NH 03301
Fax: (603) 271-1422

YOU MAY PHOTOCOPY THIS FORM.

Course Title: _____ **Course Code:** _____

Course Date(s): _____ **Cost:** _____

Name: _____ **Work Phone #:** _____
(Please print name as it should appear on Certificate)

Department: _____ **Division:** _____

Work Address: _____

E-mail Address: _____

Name & Title of Immediate Supervisor: _____

Authorizing Signature of Supervisor: _____

Have you met the prerequisite(s) for this course, if any?   Yes _____ No _____ N/A _____

PLEASE NOTE: *It is your responsibility to attend all classes or send a replacement. For courses longer than one day, the person enrolled in the first session must attend all classes; classes cannot be split between individuals. **Call 271-1434 (Ruth Viola) at least 5 working days prior to the start of your class to notify of any change.***

EMPLOYEE SIGNATURE: _____

Directions to Program Locations

Directions to Administrative Services Data Center (ASDC)

Follow directions for Fish and Game above. Turn in at entrance for Fish and Game and take the 2nd left. Follow this road to the back parking lot of the Health and Human Services Building where there are two flagpoles. This is the area where you will be entering the building. Parking after 8:30 can be difficult. Do **NOT** park in a reserved space. If you get lost, call 271-3761 and ask for directions.

Directions to the TechMarket Training Center

Located at Prescott Park, 105 Loudon Road in Concord. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Route 9/Loudon Road. Follow Loudon Road for approximately one mile. You will pass the State Office Park East on your left. Prescott Park is the set of brick buildings directly after Dunkin' Donuts on your left. The entrance to the parking lot is immediately after the last brick building. Training rooms are on the third floor of Building 3 (the building on the left when facing them from the road).

From I-93 going south take **exit 14** towards Route 9/Loudon Road. Turn left onto Loudon Road. (Follow directions above.)

Computer Training Programs

The **COMPUTER COURSES** listed below are offered by the NH Division of Personnel using a number of instructors. Please adhere to **PREREQUISITES** when registering. The prerequisites for all classes are listed on the following page.

Product Versions

All computer classes utilize the Windows 2000 Professional or XP Professional Operating System and the suite of Microsoft 2000 Office or Microsoft XP Office products. If the class is not part of the Microsoft Office suite, we try to use the most current version of the product.

If you are using Office 2000 or earlier, do not fear; you may still take the course you desire. Our beginning and intermediate level courses focus on basic and practical skills. Even though the products change approximately every two years, the functionality does not. Cut, copy and paste for instance, has been exactly the same from the earliest Windows based Office products to, and including XP. Another example, the process of creating a spreadsheet has been the same starting with DOS versions of Office to the present Windows XP Excel version.

If you have questions about a product version or the computer class that you need is not listed, please call Jim Ramanek, at 271-3266. Every attempt will be made to provide such training if at all possible and feasible.

We also offer one-on-one training services as well as training at your site. Please contact Jim Ramanek for more information.

Copying Files

Please feel free to bring diskettes to copy and take your work with you. You must virus check each diskette on our Antivirus software prior to using your diskettes. Ask the instructor for assistance.

Please call (271-3266 – Jim Ramanek) if you have any Prerequisites questions.

If you are considering taking a level II course, you must have a fundamental understanding of how the software works. In addition, you must have a thorough understanding of how to work with and within the Windows environment.

Do not take a level II class immediately after taking a level I class. Allow yourself the time to develop practical skill sets and expertise before attempting the level II courses.

Failure to adhere to the prerequisites will result in two things: You will be overwhelmed and in need of a lot of help; the amount of material covered by the class will be dramatically reduced, in some cases by 50 to 75%.

Computer Course Prerequisites

Basic Level courses

Course Name	Days
Basic PC Skills	**1**
Introduction to Personal Computers	**2**
Introduction to Microsoft Windows	**1**

No prior experience required

These courses are useful for anyone who has limited experience with computers or Windows-based programs. The basic level courses cover the components of a personal computer, provide you with general Windows skills plus give you an insight into computer networks and information storage.

Level I (beginning) courses

Course Name	Days
A+ Primer	**2**
Adobe Acrobat	**2**
Adobe PageMaker I	**2**
Crystal Reports I	**2**
E-Mail Workshop	**1**
Fireworks 4.0 Introduction	**2**
Flash MX: Level 1	**2**
Illustrator 10: Level 1	**2**
Internet Explorer	**2**
Introduction to Microsoft Outlook	**1**
Linux Fundamentals	**4**
Macromedia DreamWeaver MX I	**3**
Microsoft Access I	**2**
Microsoft Excel I	**2**
Microsoft FrontPage I	**2**
Microsoft Project I	**2**
Microsoft Publisher I	**2**
Microsoft Visio Professional I	**2**
Microsoft Word I	**2**
MSDOS I	**1**
MSDOS II	**1**
Network+ Primer	**2**
PhotoShop 7.0: Level 1	**2**
Project Management Fundamentals	**2**
Project Management Professional	**6**
QuickBooks Pro I	**2**
Technical Support Specialist Program	**20**
Using Microsoft PowerPoint	**2**

These courses are useful for anyone who has taken the basic level courses or has enough practical experience to forgo the basic level courses. In order to gauge whether your experience level is appropriate, look at the objectives of the basic level courses. If you understand and can perform the course objectives, you have the appropriate experience.

Level I Prerequisites:

Skills you should possess:
- Have a basic understanding of computers and how computers operate;
- Be able to perform basic mouse and keyboard operations;
- Understand and be able to navigate the windows interface (Desktop);
- Know where to locate and how to use the windows control buttons;
- Be able to manipulate window size and position;
- Understand and use various mouse point and click maneuvers, especially using right clicks and context menus;
- Know how to use the Windows Explorer to create and manage folders.

Level II (intermediate) courses

Course Name	Days
Access 2000 Database Design	2
Access Form Design Workshop	1
Access II	2
Access Query Design Workshop	1
Access Report Design Workshop	1
Adobe PageMaker II	2
Crystal Reports II	2
Excel Formula Workshop	1
Excel II	2
Fireworks 4.0 Advanced	2
Flash MX: Level 2	2
FrontPage II	2
Illustrator 10: Level 2	2
Macromedia DreamWeaver MX II	3
PowerPoint Features & Applications Seminar	1
Project II	2
QuickBooks Pro II	2
Research on the Internet	1
Using Charts in Microsoft Applications Workshop	1
Using the Internet for Business	1
Visio Professional II	2
Word II	2

Level II Prerequisites:

These courses are useful for anyone who has taken the level I courses or has enough practical experience to forgo the level I courses. In order too gauge whether your experience level is appropriate, look at the objectives of the level I courses. If you understand and can perform the course objectives, you have the appropriate experience. If not:

Course work:

- The appropriate level I course. If you want to take Access II, you should have taken Access I, or you should be able to execute the objectives of the Access level I class.

Experience:

- Meet Level I prerequisites and you are able to use the application to perform all level I activities comfortably and with confidence
- Understand and be able to navigate the application interface
  - Understand the structure, function of and how to use the Standard and Formatting toolbars of the application;
  - Understand how the file menu bar options are organized and their function.

Level III (advanced) courses

Course Name	Days
Access III	2
Manipulating Data with SQL (Structured Query Language)	4
Extending Microsoft Access with Visual Basic	3
Crystal Reports III	2
Excel III	2
Excel Macro Workshop	2
Illustrator 10: Level 3	2
Web Features in Office 2000	2
Word Booklet and Brochure Workshop	1
Word Form/Template Design	1
Word III	2
Word Merge Workshop	1
Word Table Workshop	1
CISCO Network Devices	3
Enhancing Web Pages with JavaScript	2
Introduction to Web Development using HTML, PHP & MySQL	4
Linux Fundamentals	4
Linux Networking	4
Linux System Administration	3
Optimizing Your Web Site for Search Engines	1
Windows 2000: Installation & Administration	6
Windows 2000: Network Infrastructure Implementation	6
Windows for Windows NT Administrators	6

Level III Prerequisites:

You should have completed all lower level courses and have a **thorough** working knowledge of the application.

You should be able to use the application to perform all level I and II activities with a high level of confidence.

Please check the course description for additional, or more specific, prerequisite information.

Project Management Courses

Project Management Fundamentals

Code: 482
Duration: 2 days
Dates: July 28 & 29, 2004
Time: 9:00 – 4:00
Cost: $95.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, Building #3, 3rd Floor
105 Loudon Road, Concord

Project Management Fundamentals overviews the basics of project management. It provides the theory and core methodology you will need to manage projects or participate on project teams. Topics covered include:

- The Project Management Life Cycle
- Setting Up for Success
- The Project Team
- Risk Management
- Project Plans
- The Project Schedule
- The Project Budget
- Project Tracking and Control
- Project Reports
- Project Close-out

Who can benefit: Students who wish to learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk.

Prerequisites: Some working knowledge of your computer's operating system

Microsoft Project I

This workshop will provide a basic understanding of project management using Microsoft Project 2000. No prior knowledge of this package is required. Main topics covered include:

- Project Management - Introduction to Project 2000.

- Creating a Project - Project information.

- Outlining - Creating and Using the Outline.

- Subprojects.

- Resources - Assigning Resources.

- Resource Views.

- Adding Material Resources.

- Calendars - Base Calendars.

- File Management - Opening and Saving a Project.

- Setting Lead and Lag Times - Managing Resources.

- Customizing Views, Tables and Toolbars - Customizing Graphical Views.

- Project Costs - Scheduling Task Constraints.

- Tracking the Project - Entering Actual Information.

Who can benefit: Anyone who would like better control over management issues such as project management, resource allocation, and time management.

Prerequisites: Previous experience using Microsoft Windows 98, 2000 or XP. You will get the most of this course if you have some familiarity with Microsoft Office.

Microsoft Project II

In the Microsoft Project 2000: Level 2 course, you will learn how to track and modify a project that is in progress. Specifically, you will create a baseline plan and track an active project; manage tasks that will occur in the future and work with resource needs; customize Microsoft Project and work with data in other applications; and work with resource pools and consolidated projects. Course objectives include:

- Creating a baseline plan

- Previewing a baseline report

- Clearing a baseline

- Modifying the environment for tracking

- Entering data for completed tasks

- Entering actual data for tasks in progress

- Adjusting the schedule of future tasks

- Setting and displaying an interim plan

- Work-hour considerations

- Customizing resource reports

- Working with views, toolbars and macros and global settings

- Importing data and Exporting data

- Working with a resource pool

- Working with subprojects and master projects

Who can benefit: Anyone who is currently using MS Project to manage projects.

Prerequisites: You will get the most of this course if you have some familiarity with Microsoft Office. You must have previous experience with Microsoft Project or have taken Microsoft Project I.

Computer Courses

Introduction to Windows

Code: 427
Duration: 1 day
Date: August 11, 2004
Time: 9:00 - 4:00
Cost: $45.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

This course provides practical hands-on training in the fundamental features of Windows 2000. Topics include:

- Review Window components
- How to use the Windows Explorer
  - Searching a folder
  - Viewing folder and file properties
  - Expanding and collapsing folder structure
  - Creating folders and folder management
  - How to access network resources
  - Copy/Move documents from one folder to another
- Customizing the Start button menu and recently used documents folder
- Create Desktop shortcuts for folders, documents or applications you use frequently
- How to use system utilities to Defrag hard drives and perform Disk Cleanup
- Create folders to download data
- How to use a virus checker to on floppies, CD's, and folders contents
- The focus of the class is Windows 2000, not application software (Word, Access, Excel…).

Who can benefit: Any employee who has a need to understand and work in the Windows environment.

Microsoft Word Level I

Code: 431
Duration: 2 days
Date: August 9 & 10, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft Word. This workshop introduces participants to the basic skills required to use MS Word. Participants will learn how to: create, save, retrieve, edit, and print documents; navigate through documents, set margins, tab stops, and line spacing; perform character and paragraph formatting; insert special symbols and fields; control page appearance; create headers and footers; work with multiple documents; use proofing tools (spell checker, Thesaurus, grammar checker, AutoText, and AutoCorrect); use the find and replace command; insert files and graphics; and other features of Word. Completion of this workshop provides participants with the skills required to perform basic word processing tasks.

Microsoft Word Level I (continued)

Who can benefit: All employees who need basic training in any version of MS Word.

Prerequisites: Introduction to Personal Computers, Introduction to Windows, and **experience** using any Windows operating system. You should:

- understand and be able to navigate the windows interface;
- be able to manipulate window size and position;
- possess a high level of confidence in using and controlling the mouse;
- understand various mouse click options;
- know the basic components of a PC and how they work together.

Microsoft Word Level II

Code: 436
Duration: 2 days
Dates: August 23 & 24, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This course is designed for intermediate users of Microsoft Word. Participants in this course will learn to use the more complex features of Microsoft Word to manage files; create folders, sort, and customize the Word for Windows workspace and toolbars; use styles and document templates; create styles and document templates; use mail merge to create mailing labels, envelopes, and form letters; create and edit tables; use WordArt; create an index and table of contents; create and format document sections; create newspaper style columns; and create basic macros.

Microsoft Word Level III

Code: 452
Duration: 2 days
Dates: August 30 & 31, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

Participants in this advanced course will learn to use the more complicated features of Microsoft Word to enhance productivity, develop more vibrant documents and hone their skills. Topics for this class will include: Working with Clip Art, Word art, text boxes and other graphic elements, Creating and customizing Columns, Creating and working with document sections, Using Bookmarks, Using Themes, Creating newsletters, flyers, and documents using graphic elements, and Creating and using basic macros

Microsoft Excel Level I

Code: 430
Duration: 2 days
Dates: July 14 & 15, 2004
July 19 & 20, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft Excel and introduces participants to the basic skills required to use MS Excel. You will learn how to: design, create, save, retrieve, edit, print, and navigate through worksheets; manage worksheets and workbook files; use cell and range selection techniques; enter data; create and edit formulas; use functions, function arguments and the Function Wizard; link worksheet and workbook data; format a worksheet; use relative and absolute cell addressing features; use productivity features like AutoEntry, AutoCorrect, and the Fill handle; and how to create charts. Completion of this workshop provides participants with the skills required to perform basic spreadsheet tasks.

Who can benefit: All employees who need basic training in any version of MS Excel.

Prerequisites: Introduction to Personal Computers, Introduction to Windows, and **experience** using any Windows operating system. You should:

- understand and be able to navigate the windows interface;
- be able to manipulate window size and position;
- possess a high level of confidence in using and controlling the mouse and you should understand the various mouse click options;
- know the basic components of a PC and how they work together.

Microsoft Excel Level II

Code: 435
Duration: 2 days
Date: July 26 & 27, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

Participants in this intermediate workshop will learn to use the more complex features of Microsoft Excel to:

- Construct more complex formulas by combining and nesting formulas and functions
- Use absolute and mixed cell references
- Use Date and Time functions
- Use Text functions
- Use Lookup and reference functions
- Use Logical functions (If)
- Combine the different type of functions
- Work with named ranges
- Use database functions to manage lists
- Use the AutoFilter and Advanced Filter features to manage data
- Print formulas

Microsoft Excel Level II (continued)

The main emphasis in this class is complex formula construction. The class provides lots of hands-on experience creating more and more complex and nested functions, problem resolution with complex formulas and functions. If time permits, how to work with the data consolidation feature; create PivotTables; import and export data and create data tables.

Who can benefit: All employees who need intermediate or advanced Excel training, especially in regards to formula and function usage.

Prerequisites: Introduction to Personal Computers and a **working** knowledge of Windows and experience using any Windows version of Microsoft Excel. Working knowledge means you use this product on a day-to-day basis. You should:

- **possess a high level of confidence in creating Excel formulas and functions**;
- possess a high level of confidence in using and controlling the mouse, as well as possess an understanding of the various mouse click options;
- **understand** and be able to **navigate** the windows and Excel interfaces, including Standard and Formatting toolbars, menu structure and know how to create, edit and save worksheets.

Microsoft Excel Level III

Code: 485
Duration: 2 days
Dates: August 2 & 3, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

The emphasis in this class is complex formula construction and data analysis tools. Participants in this advanced level course will learn to use the database formulas and functions, data analysis tools and how to construct macros. Topics include:

- Managing Lists
- List Manipulation Techniques
- Range Names
- Database Functions
- Data Analysis Tools
- Histogram Distribution Table
- Form Command
- Filtering Records
- Advanced Filter
- PivotTable
- Data Tables
- Macros

Who can benefit: All employees who need advanced training in Excel, especially in regards to list management functions and using data analysis tools.

Excel Macro Workshop

NEW

Code: 718
Duration: 2 days
Dates: August 25 & 26, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

Description unavailable at this time.

Microsoft Access Level I

Code: 432
Duration: 2 days
Dates: July 12 & 13, 2004
July 21 & 22, 2004
Time: 9:00 - 4:00
Cost: $90.00
Number of participants: 8 - 12
Facility: ASDC, 27 Hazen Drive

This course is designed for new users of Microsoft Access and introduces participants to the **basic** skills required to use MS Access and provides a general introduction to relational database concepts. Topics include:

- An introduction to databases and database terminology, tables and relationships

- An overview of access objects

- Table Design and creation

- Using primary keys

- Creating table relationships

- Editing, finding, filtering and sorting data

- Creating Select queries, defining criteria

- Creating and using simple forms

- Creating and using simple reports

- Class project

The above are suggested topics. The topics and material actually covered will be dependent upon student knowledge and ability. The class will move as far and as fast as student ability permits.

This workshop will focus on automating tasks by using MS Access Wizards. Completion of this workshop provides participants with the skills required to perform basic database tasks using MS Access.

Who can benefit: Employees using Access who need to learn how to create, use, and maintain databases; create database forms; or to generate basic queries and reports using Microsoft Access.

Prerequisites: Introduction to Personal Computers, Introduction to Windows, and **experience** using any Windows operating system. Excel course work or experience would also be beneficial.

Microsoft Access Level II

This concerns itself with more complex Access queries. Topics include:

- Table design

- Working with multiple tables and table relationships

- Working with referential integrity

- Modifying table design

- Creating complex select queries and using the query properties window

- Using functions and computations in queries

- Using statistical computations in queries

- Creating new fields using queries

- Extracting and concatenating data

- Creating parameter queries and multi-table queries

- Using action queries (Make Table, Update, Delete, Append)

The above are suggested topics. The topics and material actually covered will be dependent upon student knowledge and ability. The class will move as far and as fast as student ability permits.

The concepts are applicable to older versions of Access. However, the Access user interface is slightly different for each version of Access. If you have questions, please call for more information.

Who can benefit: All employees who need advanced training in Microsoft Access queries.

Prerequisites: A **working** knowledge of Windows and experience using any Windows version of Microsoft Access. Working knowledge means you use this product on a day-to-day basis. You should:

- **possess a high level of confidence in creating queries, forms and reports**;
- **understand** and be able to **navigate** the Windows and Access interfaces, including toolbars, menu structures and how to create, edit and save tables, queries and reports.

Microsoft Access Level III

This course provides a more detailed overview of the Access database management system. Topics include:

- Creating combo and list boxes and how forms inherit database properties
- Creating advanced queries using joins
- Working with forms using multiple tables and/or queries
- Working with form sections and property fields
- Performing calculations in forms
- Advanced form design, using sub-forms and command buttons with forms
- Creating Switchboards
- Advanced report design, multi-table reports and mailing labels
- Sorting and grouping report data, creating subtotals and totals in reports
- Working with simple macros
- Importing data into Access

- ➢ **This course does not cover Modules.** See Extending Microsoft Access with VBA (Visual Basic for Applications)

Completion of this workshop provides participants with the advanced skills required to create and work with complex forms and reports, create macros and switchboards.

Who can benefit: All employees who need advanced training in Microsoft Access.

Microsoft PowerPoint Features & Applications Seminar

NEW

Code: 716
Duration: 1 day
Dates: July 23, 2004
Time: 9:00 - 4:00
Cost: $45.00
Number of participants: 8-12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

Microsoft PowerPoint is a powerful tool for creating interactive presentations. This seminar will review topics covered in PowerPoint Level 1, as well as additional features to enhance your productivity in creating presentations. Topics covered include:

- Placing web pages, videos, and other media into PowerPoint
- Hyperlinking PowerPoint slides and web sites
- Object Linking & Embedding (OLE)
- Creating and formatting interactive presentations
- Creating background pictures on the Slide Master
- Grouping & ungrouping PowerPoint objects
- Additional clip art sources for pictures and backgrounds
- Importing & manipulating photographs and clip art
- Advanced animation, film clips, and audio
- Creating and using macros
- Embedding fonts in a presentation

Who can benefit: Students who have used PowerPoint and would like additional tips & tricks for creating PowerPoint presentations.

Prerequisites: Microsoft PowerPoint Level 1 or equivalent knowledge.

Research on the Internet

Code: 460
Duration: 1 day
Dates: August 27, 2004
Time: 9:00 - 4:00
Cost: $45.00
Number of participants: 8 – 12
Facility: ASDC, 27 Hazen Dr.

Learn to more effectively conduct research on the Internet. Learn which search engine is most effective for the type of information for which you are searching. Learn skills for developing more effective search criteria. Topics covered include:

- What you can find on the internet
- The research process
- Finding people, businesses and organizations on the internet
- Using subject trees
- Effectively using search engines
- Using Boolean operators to enhance your search
- Phrase searching
- Using proximity functions
- Using wildcards and truncation
- Research tools and file formats
- Free on the web

Who can benefit: Any employee who needs to search the Internet for information.

Prerequisites: Basic level courses **and** Internet Explorer

Adobe PageMaker
Level I

Code: 439
Duration: 2 days
Date: June 29 & 30, 2004
Time: 9:00 – 4:00
Cost: $100.00
Number of participants: 8 – 12
Facility: TechMarket Training, Inc.
Prescott Park, Building #3, 3rd Floor
105 Loudon Road, Concord

This course is for beginner to intermediate PageMaker users who want to learn the fundamentals of PageMaker. Students will learn how to use Adobe PageMaker to create clean, dynamic documents. By building a practical newsletter, students learn to control the PageMaker environment, work with text blocks, integrate graphics and text, and print master documents. Topics covered include:

- Overview of desktop publishing
- Understanding and controlling the PageMaker interface
- Creating, Opening and Saving PageMaker files
- Understanding and using paragraph styles
- Printing and typesetting terminology explained
- Text editing
- Arranging text and graphics
- Applying principles of publication layout and design
- Drawing tools
- Special effects
- Understanding master pages
- Printing and output

Who can benefit: Any employee who uses Adobe PageMaker or has had interest in using Desktop Publishing.

Technical Support Specialist Training Program

A program designed to provide personnel with the skills and knowledge needed to become a **Technical Support Specialist**

Sponsored by the Bureau of Education & Training and provided by TechMarket Training, Inc.

This program combines the following courses:

A+ Hardware and Operating System Technician	**June 28 – August 2, 2004**
Network+ Technician	**August 4 – 31, 2004**

Graduation includes a Certificate of Accomplishment and a letter from the Division of Personnel granting the equivalent of one year of experience towards qualification for Technical Support Specialist positions.

The combined course provides both the theory and the hands-on experience required to develop the hard skills and problem solving techniques you need to implement and troubleshoot hardware, software and network related problems. For a list of the specific topics covered, please see the A+ and Network+ descriptions or contact Jim Ramanek.

The coursework is conducted in half-day sessions to provide study time and/or more lab time. Day sessions (12:30 to 4:30) are 3 days per week; evening sessions (5:30 to 9:30) are 2 nights per week. There is also a lab time requirement. Additional lab time is available for students at the student's request. The summer program is condensed in order to have the course work end before the beginning of the school year allowing educators to participate in the program.

Students may access the test preparation software for the COMPTIA A+ and Network+ exams as well as the state Technical Support Specialist I exam.

Daniel Webster College will provide **6** college credits for this training program (3 credits for the A+ component and three credits for the Network+ component).

To apply: Complete the Bureau of Education and Training Registration Form for each class and submit to the Division of Personnel, Bureau of Education & Training, 25 Capitol Street, Concord, NH 03301.

Student Loans - This program qualifies for several different types of student loans through TechMarket Training, Inc., including VA loans.

For more information, call Jim Ramanek at 271-3266 (or at james.ramanek@nh.gov).

A+ Hardware and Operating System Technician

This course is designed to provide students with a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. Students will learn problem-solving techniques and acquire practical troubleshooting skills through extensive hands-on training in order to be able to resolve computer hardware component, software application, and operating system problems.

The focus of this class is hands on development of hard skills in the following areas:

- Hardware Installation, Configuration and Upgrading
- Hardware Diagnosing and Troubleshooting
- Optimizing System Performance
- Hardware Preventive Maintenance
- Motherboard/Processors/Memory
- Printers
- Networking hardware and components
- Operating System Fundamentals
- Operating System Installation, Configuration and Upgrading
- Operating System Diagnosing and Troubleshooting
- Network Operating Systems

Who can benefit:
- Students wishing to pursue A+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the Network+ Technician course and the Cabling course will help to prepare students for the State Technical Support Specialist I exam.

Prerequisites: Basic level courses.

Network+ Technician

The Network+ course provides students with technical competency in networking administration and support. This course is designed to provide students with a critical knowledge of media and topologies, protocols and standards, network implementation and network support.. Students should acquire the skills necessary to install, test, maintain and troubleshoot network operating systems and network components. Students will acquire these skills and learn problem-solving techniques through extensive hands-on training. Topics covered include:

- Basic Network Theory
- Media and Topologies
- Protocols and Standards
- Network Connectivity
- Advanced Network Theory
- OSI Model
- Common Network Protocols
- TCP/IP Services
- TCP/IP Fundamentals
- TCP/IP Suite Utilities
- Alternate Network Protocols
- Network Configuration, Implementation and Support
- Network LAN Infrastructure
- Maintain And Support The Network
- Network Security
- Remote Connectivity
- Identify, Assess, Respond And Resolve Connectivity Problems

Who can benefit:
- Students wishing to pursue Network+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the A+ Hardware & Operating System Technician course and the Cabling course will help to prepare students for the State Technical Support Specialist I exam.
- Network+ is intended as a student path for entering into networking.

Prerequisites: Basic level courses.

Crystal Reports III

Code: 488
Duration: 2 days
Date: July 12 & 13, 2004
Time: 9:00 - 4:00
Cost: $100.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

This course will introduce students to advanced features of the Report Designer Component (RDC). Students will use Crystal Enterprise to design reports for the Web. Topics covered include:

- Web Development Overview

- Understanding the Report Designer Component (RDC)

- Learning the RDC Object Model

- Modifying Reports using the RDC

- Report Optimization for the RDC

- Licensing Issues

Who can benefit: Anyone looking to learn advanced reporting features available in Seagate Crystal Reports.

Prerequisites: Crystal Reports II

Adobe Acrobat
Level I

Acrobat represents the newest revolution in electronic documents. Learn how to create, edit, and manage your library of electronic PDF files. This course provides you with the basic knowledge you will need to understand how Adobe Acrobat documents are created from standard desktop applications. You will convert actual Word documents, PowerPoint presentations, and Excel spreadsheets to create electronic documents. Students will be introduced to the main methods of creating Adobe Acrobat PDF files then enhance those files using Adobe Acrobat, Acrobat Distiller, and Acrobat Catalog. Upon successful completion of this course, students will be able to:

- Understand what a PDF file is
- Quickly identify components of the Acrobat interface
- Know how to setup Acrobat print drivers
- Identify which print methods work best for a given project
- Understand the process for creating PDF files
- Know how to navigate PDF files
- Understand how to search text with a single PDF file or a group of PDF files
- Set job-specific properties for each PDF print driver
- Understand how to work with Acrobat Distiller
- Will be able to set Acrobat Distiller job options and save options
- Understand how to convert spreadsheets and presentation files into Acrobat PDF files
- Learn how to add navigation elements to a PDF file
- Combine PDF documents into a single PDF file
- Make minor changes to a completed PDF file
- Be able to add and manage annotations
- Know the options for printing PDF files
- Will be able to create searchable indexes using Acrobat Catalog
- Be able to load and use index files from within PDF files

Who can benefit: Those who use Adobe Acrobat on the job or employers who are considering implementing Adobe Acrobat in order to create, edit, and manage a library of electronic PDF files on their computer systems.

Web Publishing Overview

NEW

Code: 717
Duration: 1 day
Dates: June 28, 2004
August 11, 2004
Time: 9:00 - 4:00
Cost: FREE
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

Do you want to create a web site but not sure if you should use FrontPage, Dreamweaver or write HTML by hand? Not sure of the difference between HTML & HTTP? Do you want to take classes to learn how to create an e-government or e-commerce web site but not sure which class or classes to start with? This seminar will help you sift through all the hype and figure out what technologies and applications you really need (and what you don't need) to make a new web site or just update your current web site. Technologies and applications introduced include:

- Web Publishing Tools
  - Microsoft FrontPage
  - Macromedia Dreamweaver
  - Macromedia FreeHand
- Web Graphics Tools
  - Macromedia Fireworks MX
  - Adobe Illustrator
  - Adobe Photoshop
- Web Animation Tools
  - Macromedia Flash MX
  - Swish
  - Dynamic HTML (DHTML)
- Web Design Principles
  - Navigation & Accessibility
  - Internet Explorer & Netscape Navigator
  - Search Engine Optimization
- Web Scripting & Programming Technologies
  - Hypertext Markup Language (HTML) & Cascading Style Sheets (CSS)
  - JavaScript, Java Server Pages (JSP) & Active Server Pages (ASP) .NET
  - PHP: Hypertext Preprocessor (PHP) & MySQL

Note: The above technologies and applications are *introduced* in this class. You will know what these technologies and applications are and how you might be able to use them in your web project(s).

Who Can Benefit
Implementers & Managers making purchasing, integration, and training decisions about available web software & technology choices.

Prerequisites
None, this course is designed to provide an overview of available web technologies & applications.

Macromedia
DreamWeaver MX Level I

Code: 473
Duration: 3 days
Dates: August 18, 19 & 20, 2004
Time: 9:00 - 4:00
Cost: $150.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

This hands-on DreamWeaver web page design workshop provides training in the following topics:

- DreamWeaver Basics

- Getting started and organizing your site

- Designing a site and working with Text

- Defining a site and specifying page properties

- Switching between design and code view

- Adding text to a page and working With Graphics

- Working with links and images

- Site versus document relative links

- Linking to named anchors

- Designing your pages

- Libraries and style Sheets

- Enhancing web sites with tables and frames, and uploading

- Making resizable tables

Who can benefit: Any employee who would like to use Macromedia's DreamWeaver to create professional looking web sites.

Prerequisites: Previous experience with HTML is helpful but not necessary.

Macromedia
DreamWeaver MX Level II

DreamWeaver Level II is an advanced course that will introduce you to advanced concepts of the DreamWeaver 4.0 Web development application. In this course, you will expand on the knowledge you gained in the DreamWeaver 4.0 Level I course. You will work with advanced Web site creation features including libraries and behaviors. In addition, you will utilize many of the new features available within the HMTL 4 standard including style sheets and layers. Topics covered include:

- Rollovers and Navigation Bars
- Libraries
- Defining Head Elements and Managing Keyboard Shortcuts
- Style Sheets
- Layers
- The History Palette
- Browser Targeting
- Coding Tools

Who can benefit: Those looking to extend and increase their DreamWeaver and Web design skills.

Prerequisites: DreamWeaver 4.0 Level I or equivalent knowledge.

Macromedia Fireworks MX
Level I

In this course, you'll use Macromedia Fireworks to create vector graphics, edit bitmap graphics, optimize images, and create and assign rollover effects for the Web. Topics covered include:

- The Fireworks Environment
- Creating Vector Graphics
- Transforming Vector Images and Effects
- Bitmap Images
- Using Text

- Optimizing Graphics for the Web
- Hotspot Links
- Slicing and Rollovers

Who can benefit: Anyone who uses Fireworks and would like to increase their knowledge of Fireworks' graphic editing capabilities. Also, anyone who currently designs web pages and would like to enhance those web pages using Fireworks.

Prerequisites: Basic understanding of your computer's operating system.

Macromedia Flash MX
Level I

Flash MX: Level 1 is a hands-on course that will introduce you to the basics of creating objects and animating in Macromedia's Flash MX. You will explore the basics of Flash, including tools and features, and will create different types of animation. Finally, you will publish material to the Web or a local Intranet. Topics covered include:

- The Flash Environment
- Drawing and Painting
- Manipulating Objects
- Working with Text

- Multiple Layers in a Movie
- Creating Animation
- Publishing Your Flash Movie

Who can benefit: Anybody who would like to improve the look and feel of their web site(s) using the wide range of tools available in Macromedia Flash.

Prerequisites: Familiarity with your computer's operating system and basic operation.

Extending Microsoft Access with VBA

(Visual Basic for Applications)

This Microsoft Access with Visual Basic workshop provides training on how to further develop and extend Microsoft Access. Topics covered include:

• Programming with Macros and VBA
• Capabilities of Visual Basic
• Query by Form
• Opening the VBA editor from within Microsoft Access
• Distinguishing between keywords, statements, procedures and modules
• How to create, edit and run a VBA procedure
• Using Quick Info and Complete Word tools to facilitate VBA coding
• Visual Basic Overview
• Types of Visual Basic Projects, Visual Basic Editions
• The Visual Basic IDE, Managing the Workspace

Who can benefit: Any employee who uses Microsoft Access on a daily basis and would like to learn new features available to increase the efficiency of Access databases.

Prerequisites: You should be a power Access user. You must have a thorough understanding of the access interface and be very familiar with creating and managing Access objects. This experience could be acquired through our Access I, II, III and workshop courses or through previous experience with Microsoft Access. Exposure to event programming would be helpful but not necessary.

Manipulating Data with SQL
(Structured Query Language)

Code: 486
Duration: 4 days
Dates: August 12, 13, 16 & 17, 2004
Time: 9:00 – 4:00
Cost: $395.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

Students will learn basic, intermediate, and advanced querying techniques. Students will learn how to add, update, and delete data, tables, views, and indexes. The course will be taught using SQL Server. But, the goal is to teach the SQL command language and not SQL Server specifically. Where possible, mention of Oracle and other DBMS techniques will be included. Topics covered include:

- Introduction to databases and SQL
- Introduction to the SELECT statement
- Calculating data
- Selecting specific rows
- Grouping data
- Multi-table queries
- Querying with unions and advanced joins
- Querying with sub queries
- Adding data
- Updating and removing data
- Manipulating tables and views
- Manipulating indexes
- Ensuring data integrity with transactions
- Creating databases

Who can benefit: Anybody who would like to learn concepts and practical techniques for SQL databases and RDBMS (Relational Database Management Systems). Potential students include power users, end users, and developers of data access methods.

Prerequisites: Experience with the Windows Operating System environment.

Enhancing Web Pages
with JavaScript

Code: 489
Duration: 2 days
Dates: August 9 & 10, 2004
Time: 9:00 – 4:00
Cost: $95.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

Students will learn how to add various JavaScript enhancements to Web sites. Topics covered include:

- JavaScript: The What, Where, and How
- JavaScript Basics
- Object References and Control Structures

- Interactive Images Dynamic Styles and Positioning
- Windows and Frames
- Form Data Verification

Who can benefit: Students who would like to improve their Web sites using the client-side functionality provide by JavaScript.

Prerequisites: Experience with HTML programming.

Optimizing Your Web Site
for Search Engines

Code: 491
Duration: 1 day
Dates: July 14, 2004
Time: 9:00 – 4:00
Cost: $45.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

So, you have just produced the best Web site ever created. Now, how do people find their way to your Web site? One option is to spend thousands of dollars on advertising fees. However, very few have the luxury of a large advertising budget. Every day millions of people use search engines to find the information they are looking for. This class will show you proven techniques for getting your site listed on the top-ten search engines. Topics covered include:

- Identifying the Top Ten Search Engines
- Using Meta-tags Effectively
- What is dmoz?
- What Keywords Are People Searching For?

Who can benefit: Individuals who would like to increase traffic to their Web site(s).

Prerequisites: Basic experience with Web content creation.

Introduction to Web Development Using HTML, PHP & MySQL

Code: 490
Duration: 4 days
Dates: July 19, 20, 21 & 22, 2004
Time: 9:00 – 4:00
Cost: $200.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, 105 Loudon Road
Building 3, 3rd Floor

PHP (PHP: Hypertext Processor) has recently surpassed Microsoft's ASP (Active Server Pages) as the leading server-side scripting language for use on the World Wide Web. PHP is used on over four million Web server's on the Internet to provide services such as e-commerce, e-government, inventory management, and much more. PHP has been designed to easily interact with the open-source database MySQL. MySQL provides many of the features required of larger, more expensive databases such as Oracle and Microsoft's SQL Server. By learning the two technologies together you will have the basic tool necessary to create interactive web services. Both of these technologies are open-source which means you can download them for free and save significant amounts of money on your Web development project. Topics covered include:

- Creating a Web Page Using HTML
- Structuring Content
- Linking Web Pages Using HTML
- Formatting Text in HTML
- Creating HTML Tables
- Common PHP Script Elements
- File and Directory Handling via PHP
- Processing Forms in PHP
- Addressing the Stateless Nature of HTTP
- Using the SELECT & INSERT Commands in MySQL
- Using the UPDATE & DELETE Commands in MySQL
- Accessing Databases with PHP
- Several Structured Labs

Who can benefit: Those looking to build sophisticated dynamic Web sites for either e-government, content management, or a myriad of other uses.

Prerequisites: Experience with Windows operating systems, mouse and word processing skills, and previous use of the Internet. **Basic experience with programming**, **scripting**, or databases will help but is not necessary. DreamWeaver I or basic understanding of HTML.

Technical Courses

Linux Fundamentals

Code: 494
Duration: 4 days
Date: July 6, 7, 8 & 9, 2004
Time: 9:00 – 4:00
Cost: $395.00
Number of participants: 6 – 12
Facility: TechMarket Training, Inc.
Prescott Park, Bldg. #3, 3rd Floor
105 Loudon Road, Concord

Students will install Linux, configure the X Window System, and learn to navigate the Linux command-line shell. Students will also learn fundamental concepts common to Linux: the kernel, Linux file system, boot process and run levels, shell scripting, and editing text files. Topics covered include:

- What is Linux?
- Installing Linux
- Configuring and Troubleshooting X
- Installing Red Hat Linux
- Installing TurboLinux 4.0
- Runlevels and Troubleshooting
- File System Fundamentals
- Navigation and the Linux Shell
- Shell Processing and Scripting
- Editing Text Files

Who can benefit: Employees who need to gain general knowledge of Linux installation, navigation and system features.

Prerequisites: Experience with Linux or Unix command line is a plus.